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HAMILTON REGIONAL
CANCER CENTRE

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Hamilton Regional Cancer Centre



Ontario Cancer Treatment
and Research Foundation

June 1992.

WELCOME TO THE HAMILTON REGIONAL CANCER CENTRE !

The new Hamilton Regional Cancer Centre represents a significant expansion of our facilities and our ability to provide state-of-the-art care and services. This new Centre is the largest outpatient cancer treatment centre in Ontario. We will be increasing our radiation treatment capacity from five to nine treatment machines. The building contains four separate ambulatory clinic areas. One entire floor is devoted to basic research in cancer. Particular attention has been given to the design of the building to make it a friendly, warm environment for our patients.

However, we believe that this new Centre is so much more than just a building! It is the culmination of plans and efforts that have involved everybody who has worked so hard in connection with the existing Centre - including staff, volunteers, and all those who gave their time and support to our work.

Our successful expansion is a symbol of what can be achieved when we all work together to meet even the most intimidating challenges! Take pride in our new facility and with continued teamwork, mutual support, and commitment to excellence, we believe that those who work at the new Centre will make a contribution of lasting significance to our patients and the treatment of cancer.

Mark N. Levine, MD., MSc., FRCP(C)
Chief Executive Officer

and Ian B. Campbell, MHSc., BSc.
Chief Operating Officer

HAMILTON REGIONAL CANCER CENTRE

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GENERAL INFORMATION

Historical Background

- **1920** - Hamilton General Hospital began providing x-ray treatments to cancer patients under the supervision of Dr. A.E. Walkey, then Director of the Hospital's Radiology Department.
- **1925** - Hamilton General Hospital purchased a quantity of radium and a 100-Kv x-ray machine.
- **1931** - The Ontario Government appointed a Royal Commission to investigate and report on the use of radium and x-ray treatment in Ontario.
- **1935** - The Hamilton Institute of Radium Therapy was established at the Hamilton General Hospital and served cancer patients in the area until it relinquished its role to the Ontario Cancer Treatment and Research Foundation (OCTRF) in 1949.
- **1943** - The OCTRF was incorporated by an Act of the Legislature of the Province of Ontario. Its mandate was to establish and conduct a program of research, diagnosis and treatment in cancer.
- **July 1, 1949** - The OCTRF took over operation of the cancer clinic at the Hamilton General Hospital.
- **March 30, 1951** - The new Hamilton Clinic of the OCTRF was officially opened and occupied an area on the second floor of the eight-storey Cooper Wing of the Hamilton General Hospital.
- **1954** - The first Cobalt treatment unit was installed at the Hamilton Clinic, made possible by a generous grant from the Canadian Cancer Society.
- **April 1965** - In response to an increasing volume of patients and inadequate staff and space, the new Hamilton Cancer Clinic opened adjacent to the Henderson General Hospital. The \$1.5 million facility heralded new and advanced methods of radiotherapy with the acquisition of \$500,000 worth of new equipment including a 6 MeV linear accelerator - the first of its kind in Canada. The new clinic, on the brow of Hamilton Mountain, was established to serve the city and a large surrounding district with a population then of 800,000.
- **early 1980's** - The Hamilton Clinic acquired a powerful new device - the Theratron 780. The Clinic, working with the OCTRF and the regional hospitals, developed integrated outpatient facilities, including specialized clinics in Hamilton at the McMaster Medical Centre, Henderson General and St. Joseph's Hospitals; in Cambridge at the Cambridge Memorial Hospital; and in St. Catharines at the Hotel Dieu Hospital.
- **1984** - The OCTRF officially designated the "provincial cancer clinics" as "regional cancer centres" in recognition of their contributions in providing comprehensive cancer treatment services to the citizens of Ontario.

- **1985** - Plans were initiated to develop and build a larger Hamilton Regional Cancer Centre, as patients' needs began to exceed the resources of the Centre.
- **March 1990** - Construction of the new Hamilton Regional Cancer Centre began.
- **May 4, 1992** - The new Hamilton Regional Cancer Centre at 699 Concession Street opened to patients.
- **June 23, 1992** - An official ceremony marks the opening of the new Centre.
- **June 28, 1992** - An Open House is held to welcome the public to tour the new Centre.

Site and Layout

The five-storey, 170,000 square foot HRCC is located on 50,000 square feet (4,700 m²) of land and is set back 30 feet (9m) from Concession Street. The Centre, which cost \$41.6 million to construct and equip, has been fully funded by the Ministry of Health of Ontario. Three lower levels of the Centre are dedicated to patient treatment (Level 0, 1 & 2), while the fourth level (Level 3) houses administrative offices, community outreach support, supportive cancer care research and clinical trials research. The top floor of the building (or Level 4) houses basic laboratory research.

On May 4, 1992 all Cancer Centre operations were transferred to the new building, with the exception of four radiation treatment "bunkers". These remain in operation on the ground level of the old Cancer Centre. On June 1, 1992, all vacated space in the old Cancer Centre was allocated to the Hamilton Civic Hospitals - Henderson Division.

Level 0: All radiotherapy services are located on Level 0 (lower level) and are linked to the Henderson Division by way of a pedestrian tunnel and a ramp to the old Centre's radiotherapy floor. The new radiotherapy level features five new radiation treatment bunkers, as well as sophisticated imaging equipment. In total, nine (9) radiotherapy machines will be operational under the direction of the HRCC.

Level 1: the street level of the new Cancer Centre, accommodates most outpatient functions, in three outpatient clinics. The floor features a central core with main reception, interview areas and hematology laboratory; outpatient waiting areas which look onto an outdoor courtyard and health information services.

Level 2: the top patient care floor, houses the chemotherapy day care suite with expanded treatment facilities including 12 chairs, 11 stretchers and three ICU treatment rooms - all in a private setting. An open fireplace and natural light contribute to the homey atmosphere of the unit and aid in patient relaxation. Some outpatient activities, psychosocial and palliative care services, a pharmacy, hematology laboratory, two surgical procedure rooms and a staff lounge are also located on the floor.

Level 3: In addition to the Cancer Centre's administrative, business and physician offices, Level 3 houses cancer prevention, the Supportive Cancer Care Research Unit, clinical trials, the library, lecture studies, seminar facilities and information systems.

Level 4: the 20,000 square foot research floor, features dry, electronic and wet labs which will be linked in future to the Henderson's research facilities. The floor also boasts a 138 seat, 1,900 square foot, amphitheatre-style lecture theatre.

Level 5: the roof of the Cancer Centre, has been designed to accommodate future vertical expansion, if required.

Treatment Services

The HRCC provides an interdisciplinary approach to patient care with a strong emphasis on clinical and laboratory research. Patient services include:

- radiation therapy
- chemotherapy
- surgical oncology (multidisciplinary clinics)
- psychosocial support (psychology, psychiatry and nutrition services)
- physician consultants
- primary care nursing
- pharmacy services
- outpatient laboratory services

Most patients are referred to the HRCC by family physicians, internists and surgeons. Patients are seen for assessment and consultation regarding treatment options and supportive care by an interprofessional team. Care is delivered by nurse-physician teams which are often organized around the disease site. As often as possible, the same nurse-physician team sees the patient at each subsequent visit, in order to preserve continuity of care.

Out-of-town patients receiving treatment at the HRCC can arrange accommodation at Lakeview Lodge, which is located on the grounds of the host hospital - the Henderson Division of the Hamilton Civic Hospitals. This facility was built with generous funds from the Canadian Cancer Society - Ontario Division and is operated by HRCC staff.

In 1991, the HRCC alone treated 2,601 new patients with radiotherapy and 2,890 new patients with hormone therapy or immunotherapy! In the same year, just over 100,000 patient visits were accommodated throughout the HRCC's "Community Cancer Clinic" network.

Research

The research presently being conducted at the HRCC includes laboratory-based research, clinical trials and research in supportive care.

The laboratory based research at the HRCC includes fundamental work in biophysics, and cellular and molecular tumour biology. The largest program is dedicated to developing laser and optics-based methods of treatment and diagnosis. These include: photodynamic therapy (the use of light energy to treat organisms), interstitial laser hyperthermia, and non-invasive optical spectroscopy. Other elements of the laboratory program include: the use of monoclonal antibodies for treatment and diagnosis, studies of the mechanisms of metastasis, mitochondria as targets for cytotoxicity, predictive assays of tumour response to therapy, and immunobiology.

Research

Clinical trials research is being conducted in a variety of disease sites. Areas of special interest include: intensive chemotherapy in breast cancer, thromboembolic disease in the cancer patient, chemoprevention, antiemetic therapy, hematologic malignancies, head and neck cancer, gynecologic oncology, colorectal cancer, and biologic response modifiers.

The HRCC recently became involved in a new research initiative in the area of supportive care. A health systems linked research grant of \$3.5 million was recently awarded by the Ontario Ministry of Health to establish a research program for supportive cancer care. The project is sponsored by McMaster University Faculty of Health Sciences in partnership with the Hamilton and Thunder Bay Regional Cancer Centres and the Metro Hamilton and Northwestern districts of the Canadian Cancer Society. The overall goal of this collaborative research program is to improve the supportive health services and related activities provided to cancer patients and their families.

Support for Patients and Families

"The needs of cancer patients and their families will be given centre stage in a recent collaborative research initiative," says Professor E. Ann Mohide, Director of the new Supportive Cancer Care Research Unit. The Unit's general goal is to improve the supportive health services and related activities provided to cancer patients and their families.

Through a formal partnership established between the two OCTRF regional cancer centres, the two Canadian Cancer Society districts in the Ontario Division (noted above), and McMaster's Faculty of Health Sciences, the Unit researchers will investigate a broad spectrum of health services delivery issues including the evaluation of targeted health care programs, management protocols for frequently encountered problems such as pain control, the use of computer technology innovations, such as the decision board to help patients to choose between alternative treatments.

In recent years, cancer researchers have concentrated on the treatment of cancer. *"As we understand more about treating cancer patients, we learn more about the need for greater support of the individual and the family,"* says Dr. Ray Gilbert, a family physician and investigator with the Unit.

An ambitious set of Unit objectives has been developed and an impressive multi-disciplinary team has been assembled in the hopes of developing a comprehensive body of knowledge on techniques and methods to help patients and their families touched by cancer.

Support for Patients and Families

The team's program of research covers four main areas:

1. Improvement of information exchange between patients and health care providers, and the information exchange between family physicians and cancer specialists;
2. Definition of the roles and needs of informal caregivers, including family members and Canadian Cancer Society volunteers;
3. Prevention or early detection of problems experienced by some cancer patients, such as pain, anxiety, and depression;
4. Issues and problems confronting cancer patients and families in the follow-up phases of cancer care, after active treatment has been completed.

The multi-disciplinary team, inter-agency partnership and the supportive cancer care focus make this unit the first of its kind in Canada! As such, this unique Unit provides a model for increasing knowledge about the best ways to provide supportive care to cancer patients and their families.

Professional Education

All physicians and Ph.D physicists appointed to the HRCC are jointly appointed to the full-time academic staff of McMaster University Medical School. They participate in undergraduate and postgraduate training programs in a variety of disciplines including radiation oncology, radiation physics and radiology, medical oncology, gynecologic oncology, and hematology.

Postgraduate training in radiation oncology and medical oncology is coordinated by McMaster University, under the directorship of Dr. Alan Neville (Medical Oncology) and Dr. Tony Whitton (Radiation Oncology).

In September 1990, an independent Radiation Therapy Technology training program was inaugurated at the HRCC. The program, which provides practical training in the operation of all types of radiation therapy equipment, graduates its first technologists in September 1992!

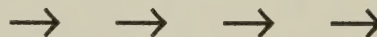
The HRCC's Nursing Department is also affiliated with McMaster University - Faculty of Nursing with senior staff having academic or joint appointments. Clinical rotations are provided for BScN students (undergraduate and post RN diploma) and MHSc candidates, with HRCC staff in roles as preceptors or clinical tutors.

Professional Education

HRCC is a partner in the collaborative stream of the BScN Program, offering courses on-site for HRCC nursing staff. Oncology nurse training is provided at the postgraduate level through the Mohawk College Nursing Program. HRCC nursing staff participate in the development of the course outline, as well as the teaching rotation.

The HRCC's academic programs include Regional Oncology Rounds which provide professional groups with a forum for exchanging information on a wide variety of cancer subspecialties and a Clinical Practice Program which provides medical and nursing staff with information on current treatment practices and changing treatment policies.

The following pages describe in more detail the role and functions of all departments and services provided at or in affiliation with the Hamilton Regional Cancer Centre.



DESCRIPTIVE OUTLINE -- Departmental Role and Function

ADMINISTRATION

Role

The role of Administration is to ensure the achievement of Centre objectives in prevention, treatment, research, and education through leadership and the application of sound management skills in planning, implementation, coordination, and evaluation.

Principle Functions

- Determine goals, policies, and standards of performance for the Centre in accordance with legislative requirements, established OCTRF policies and the objectives of the Centre.
 - Plan, implement, direct, coordinate, and evaluate Centre activities in patient service, education and research.
 - Liaise with Hamilton Civic Hospitals - Henderson Division, McMaster University, Canadian Cancer Society, government agencies, health and social services agencies, volunteer and community agencies.
 - Ensure appropriate leadership and management in each department.
-

CLINICAL TRIALS

Role of the Department

The role of the Clinical Trials Department is to facilitate the conduct of sound clinical research in patients with malignant disease through the execution of randomized clinical studies.

Principle Functions

- Enrolment of eligible patients into site-specific studies.
- Collection and documentation of data.
- Enhancement of both patient and physician compliance with protocol requirements.
- To serve as a methodological resource, both in design and analysis of studies.
- To serve as an educational resource to nursing staff, students, and physicians.
- To serve as a primary care nurse for patients actively on study.

FINANCIAL SERVICES

Role

The role of the Finance Office is to conduct the daily monetary transactions of the Centre, safeguard the material assets and assist in the efficient use of these assets by providing financial reports to management.

Principle Functions

- Provide financial information to management, department heads, Chief Operating Officer, Chief Executive Officer and Corporate Office (OCTRF).
 - Record all financial transactions, receipts and expenditures.
 - Process payroll and employee benefits.
 - Process payments to suppliers for goods and services.
 - Bill OHIP for services to patients.
 - Receive donations and payments.
-

GYNECOLOGIC ONCOLOGY DEPARTMENT

Role

The role of the Gynecologic Oncology Department is to provide comprehensive, compassionate, and expert care to patients with gynecologic malignancies.

Principle Functions

- Working with patients in a holistic manner to identify and provide optimal therapeutic and supportive care, recognizing their needs both as individuals and as members of family and community.
- A true disciplinary collaboration which recognizes the importance of full and equal participation of the health care disciplines in the provision of optimal care.
- Research which further enhances our knowledge of the disease, its management and its effect on quality of life. This research will be conducted in an environment sensitive to ethical concerns, health care economics and prevention.
- Educate patients, families and health care providers in the management of gynecologic cancer.
- Work with other health care providers in the regional / national / international communities to further our understanding of gynecologic cancer, its prevention and its treatment.
- Evaluate the ways and means by which we provide care.

HEALTH INFORMATION SERVICES

Role

The department is responsible for the collection, organization, completeness and accuracy, control and dissemination of all patient data, information and documentation in both paper form and in the computer database. The patient record has multiple functions which are: communication, quality assurance, legal purposes, education, research, and documentation.

Principle Functions

- Accept and process all patient referrals from physicians, hospitals and other health care agencies;
- Compile and create patients' health records for the Centre in both paper form and in HRCC computer database, "Oncology Patient Information System" (OPIS).
- Schedule and book patient appointments for visits to the Hamilton Regional Cancer Centre and its peripheral clinics as well as to liaise with the Outreach Clinics to facilitate the scheduling of their patient appointments.
- Transcribe all patient reports, letters, and documents that form a part of the patient's clinical record.
- Analyze patients' records and perform quantitative and statistical analyses for the purpose of data collection and research.
- Coordinate and maintain custody of all record activities from creation of the patient record to the subsequent final disposition of inactive records through a fully composite records transfer and retention program.
- Uphold and ensure complete confidentiality of all patient-related data, information, and documentation through OCFR policy, Legislation and Regulations.

HUMAN RESOURCES DEPARTMENT

Role

The role of the Human Resources Department is to provide timely and effective human resources administration and services at the Hamilton Regional Cancer Centre.

Principle Functions

- Support employee and labour relations activities.
 - Assist in the resolution of human relations issues.
 - Participate in and coordinate the recruitment process for all staff positions within the Centre.
 - Wage, salary and benefits administration.
 - Ensure the implementation and coordination of centre-wide policies and procedures.
 - Implement and provide ongoing administration of human resources programs.
-

INFORMATION SYSTEMS

Role of the Department

The Information Systems Department is responsible for support and maintenance of all computer systems contained within the Centre and Outreach Centres; and support and maintenance for all aspects of telecommunications.

Principle Functions

- Provide support, training and maintenance of computerized patient care system (OPIS) for the Centre as well as Outreach Centres, including all scheduling and reporting functions.
- Provide support, training and maintenance of a personal computer network giving users access to various office automation, personal productivity, and scientific application packages.
- Provide support, training and maintenance for telephones and the telephone system; and for data communication needs of the users including modems, pagers, nurse call system, and room occupancy.

MEDICAL ONCOLOGY

Role

The role of the Medical Oncology Department is to coordinate the specific medical management of patients with malignant disease.

Structure

The Department's activities are conducted through coordination of activities at the Hamilton Regional Cancer Centre and affiliated Outreach Centres at St. Joseph's Hospital, McMaster Medical Centre, Joseph Brant Hospital (Burlington), Cambridge Memorial Hospital (Cambridge), and Hotel Dieu Hospital (St. Catharines).

Principle Functions

- To define treatment guidelines with respect to medical therapy for various malignancies.
- To see and assess patients with malignancy and institute appropriate therapy, eg. chemotherapy, hormonal manipulation, antiemetics, biologic therapy.
- To participate in education of medical students, residents, and other health care professionals.
- To conduct research into the causes, prevention and treatment of malignant diseases.

NURSING SERVICES

Role

The role of the Nursing Department is to provide primary nursing care to ambulatory patients and their families. This model of care enables patients to function optimally as they live through the challenges and transitions imposed by cancer and its treatment at any point along the health-lines continuum. Oncology Nurses work collaboratively with other health disciplines. They actively participate in patient care, research and education initiatives. Nurses' Aides are partners in care, who facilitate optimal patient flow and availability of necessary therapeutic supplies and equipment.

Principle Functions

- Provide continuity of care to patients and families during all clinic visits as members of primary nurse-physician and interdisciplinary teams.
- Provide education, counselling, and referrals based on identified needs and priorities of patients and the community.
- Safely administer complex chemotherapeutic regimes and assist with diagnostic procedures.
- Anticipate and intervene to avoid unnecessary complications, toxicity, and crises due to cancer or its treatment with radiation, surgery, chemotherapy and combined modalities.
- Liaise with other health care providers in the hospital and community setting.
- Resource to agencies and institutions regarding Oncology Nursing in Central West Ontario.
- Participate in nursing and interprofessional research.
- Assume responsibility for professional development required to maintain excellence in nursing practice.

PHARMACY

Role

The role of the Pharmacy Department is to provide pharmaceutical care to Centre patients, including dispensing of chemotherapy and other drugs, and provision of appropriate professional services.

Principle Functions

- Purchase all pharmaceuticals and other drugs for Centre use and dispensing, maintenance and storage of an adequate inventory.
- Safe, accurate and sterile preparation of individual patient doses of chemotherapy for administration at the Centre or for ambulatory infusion (pump) therapy.
- Outpatient dispensing of selected prescription drugs to patients throughout the catchment region, including mailed prescriptions and ambulatory narcotic infusions.
- Acquisition, preparation, accountability and dispensing of all investigational and clinical trial drugs, and participation in Centre research initiatives, as appropriate.
- Provision of drug information to Centre staff, patients and the general public (often in cooperation with Cancer Information Services).
- Provision of selected clinical services through comprehensive patient medication reviews, patient counselling, and follow-up patient interviews.
- Participation in the development and monitoring of policies for drug usage at the Centre and to deliver excellent patient care.

PHYSICS

Role

To provide clinical services in radiation physics, to conduct laboratory and clinically-applied research, and to teach oncology-related physical and biological sciences.

Principle Functions

- Perform dosimetry calculations and measurements, produce radiation treatment plans, produce immobilization and shielding devices for patients receiving radiation treatments.
 - Ensure radiation safety within the Centre.
 - Maintain and improve all radiation treatment equipment and operate quality assurance programs in the delivery of prescribed radiation doses to patients.
 - Consult and advise radiation oncologists on optimal radiation treatment for patients.
 - Teach physical and biological sciences related to cancer and associated specialities at the technical, undergraduate, postgraduate, residency and post-doctoral levels in affiliation with both Faculties of Health Sciences and Science, McMaster University.
-

PLANNING DEPARTMENT

Role

The role of the Planning Department is to plan, organize and coordinate all in-house planning activities for the move to the new Centre.

Principle Functions

- Develop and monitor project budgets.
- Coordinate staff activities and information with architects, contractors, suppliers, and Henderson Hospital.
- Develop, implement, and monitor purchasing system for all new equipment and furniture.
- Provide on-site coordination to suppliers and installers.
- Assist in the development of a staff orientation package for the new Centre.
- Plan and coordinate Centre relocation.
- Define, prioritize and coordinate all post-occupancy deficiencies.
- Collect and compile all project documents for owner use.

RADIATION ONCOLOGY

Role

The role of the Radiation Oncology Department is to provide a consultative oncology opinion. The consultation includes an evaluation of the potential benefit from radiation therapy as a part of the multidisciplinary care of the individual patient.

Principle Functions

- Supervision of patient treatment with radiotherapy using external beam and brachytherapy techniques.
- Provide support to patients and their families.
- Follow-up patients who have been seen in consultation by the Department.
- Operate peripheral clinics in the referral area to Hamilton Regional Cancer Centre.
- Educate physicians and undergraduate medical students and other health care professionals.
- Conduct clinical research and research initiatives into the basic mechanisms of the interaction of radiotherapy and biological materials.

RADIATION THERAPY

Role

The role of the Radiation Therapy Department is to provide a high quality of patient care in the design and delivery of both routine and specialized radiation treatment procedures.

Principle Functions

- Deliver daily radiation treatments with a high level of accuracy and attention to patients' physical and emotional needs.
- Work cooperatively with radiation oncologists and dosimetry staff to design and simulate proposed treatment fields.
- Liaise with other departments to provide coordinated care for the patient and refer to other disciplines, as appropriate.
- Participate in teaching of patient and family members about all aspects of radiation therapy.
- Provide supervised clinical training for students in the School of Radiation Therapy (*description below*).
- Establish and monitor quality assurance and safety programs for all appropriate aspects of departmental function.
- Provide opportunities for continued education and professional growth of staff.

SCHOOL OF RADIATION THERAPY

The School of Radiation Therapy provides didactic education, assures clinical competency, and prepares the radiation therapy students for meeting the standards established by both Provincial and Federal certifying and accreditation organizations. Graduate Radiation Therapists are expected to demonstrate technical competency in a caring and humanitarian manner.

Principle Functions

- The education philosophy of the program combines directed and self-directed learning as well as clinical practicum and competency-based learning.
- The program is 24-months' length and utilizes a combination of the University of Waterloo correspondence courses and in-house teaching of radiation therapy specialist courses.

RESEARCH

In addition to research in Clinical Trials and the Supportive Cancer Care Research Unit (*described elsewhere in these sections*), there is a major program in laboratory-based research at HRCC. Physicians and scientists from several departments participate in this. There are two main themes:

- the development of new methods for cancer treatment and diagnosis using lasers and other optical technologies. This includes, for example, photodynamic therapy, using light and photosensitizing drugs to kill solid tumours.
- the study of interactions between tumour cells and blood vessels, which is important for understanding how metastases (secondary tumours) are formed and how blood vessels are affected by drug and radiation treatments.

Other active areas of research include:

- studies of tumour growth factors and response modifiers;
- tumour targeting using antibodies labelled with anti-cancer drugs or radioisotopes;
- development of laboratory assays of tumour tissues to optimize treatments in individual patients.

Research at HRCC is multidisciplinary, involving calibrations between clinicians and basic scientists, and much of the work is done in collaboration with other local, provincial, Canadian and international institutions.

THE FOLLOWING PAGES DESCRIBE THE ROLE AND FUNCTIONS OF SERVICES PROVIDED AT OR IN AFFILIATION WITH THE HAMILTON REGIONAL CANCER CENTRE

CANADIAN CANCER SOCIETY

Role

The Canadian Cancer Society is a volunteer organization whose role consists of educating the public about cancer, helping patients and families who are living with cancer, and raising money for research into the cause and cure of cancer.

Principle Functions

- Provide volunteer services in the Cancer Centre and Lakeview Lodge which will offer support to patients and families, making their visit more comfortable - Information Desk, Companion Service and Refreshment Service.
 - Assist patients with transportation to and from the Cancer Centre - Volunteer Drivers.
 - Offer peer support services to patients and families, through visiting programs and support groups - CanSurmount, Reach to Recovery, Living with Cancer.
 - Assist with payment for services for patients in financial need, in accordance with Cancer Society policy.
 - Provide a wide range of educational literature for cancer-related topics.
 - Fund-raise for cancer research and support all of the above-mentioned programs.
-

CANCER INFORMATION SERVICE

Cancer Information Service (C.I.S.) is a toll-free telephone inquiry service that provides factual information about cancer and cancer-related topics. C.I.S. is staffed by specially-trained volunteers working under the guidance of paid professionals. The C.I.S. staff relies upon fact sheets, the latest medical literature and a roster of expert consultants to provide information on:

- Carcinogens
- Risk Factors
- Prevention and Early Detection
- Personal Health Practices (smoking, breast self-examination, testicular self-examination)
- Diagnosis
- Treatment
- Rehabilitation
- Community Resources
- Latest Research in Cancer

The C.I.S. was established in 1984 as a joint initiative of the Ontario Cancer Treatment and Research Foundation and the Canadian Cancer Society- Ontario Division. Hours of Service are Monday to Friday 9:00 am. to 5:00 pm. Callers can access information through a toll-free telephone number (1-800-283-6718). All calls are kept confidential.

ONTARIO BREAST SCREENING PROGRAM

Role

The role of the Ontario Breast Screening Program is to provide mammographic screening combined with physical examination and the teaching of breast self-examination at two-yearly intervals for women, age 50 and above.

Principle Functions

- Provide mammographic screening, physical examination and breast self-examination.
- Target women age 50 to 69.
- Provide follow-up of abnormal screening at weekly Assessment Clinics.
- Provide quality assurance in order to ensure that standards are maintained.
- Provide education programs for professional and support staff.

Located at the Sir William Osler Health Institute, 575 Sanatorium Road, on the West Mountain in Hamilton. Women over the age of 50 can refer themselves, be referred by their personal physician or by general invitation. (Telephone: (416) 389-0101).

SUPPORT SERVICES

Role

To manage, direct and coordinate services that support patient care and clinical departments and ensure a safe and well-maintained environment for patients and staff.

Principle Functions

- Provide and maintain Materials Management services for the Centre which include:
 - transportation of patients;
 - receiving and distribution of goods, supplies, and mail;
 - purchasing.
- Coordinate and direct:
 - contracted services, eg. housekeeping;
 - occupational health & safety programs;
 - fire safety and other emergency procedures;
 - building security;
 - maintenance of the physical plant.
- Coordinate all aspects of services received by the HRCC from the Henderson Hospital.
- Administer the operation of Lakeview Lodge and the Centre Library (See following description).

Library

The Library is organized and administered to meet the information needs of all employees, medical staff and affiliated health professionals in support of patient care, education, management, research and outreach services consistent with the mission statement of the Hamilton Regional Cancer Centre.

Principle Functions

- Provide an authorization collection which supports and anticipates the clinical, educational, managerial, research, and outreach needs of the user community.
- Provide efficient and effective access to information through resources and services made available within the health care facility and through external sources.
- Liaise effectively with neighbouring libraries, and participate in the Hamilton Wentworth Health Library Network as well as provincial and national networks.
- Provide adequate library equipment and supplies.
- Investigate and utilize commercial databases around the world which provide access to the most current information available in a variety of subject areas.



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